



Selection Process

Each candidate's background will be evaluated on the basis of information submitted at the time of application to determine the level and scope of the candidate's preparation for this position. The resume should include any additional information which the candidate wishes to be considered. Only the most qualified candidates will be invited to participate in the interview process.

The names of the most highly qualified candidates will be submitted to the Director, Internal Services Department for final selection.

NOTE: A background investigation will be completed on the candidate selected for this position.

For Consideration

Highly qualified candidates are invited to submit a statement of interest and a comprehensive resume detailing their demonstrated experience and career accomplishments relevant to this position. Submission should include **ALL** of the following:

- Candidate's ability to meet the requirements as stated in the Ideal Candidate, Qualifying Experience, License and Desirable Qualifications sections of this recruitment announcement.
- For organizations and programs managed, the name of each employer, job title, size of organization's budget, number and composition of personnel supervised, scope of management responsibilities, functions managed, dates of employment, and current salary.
- Please submit a resume, cover letter, record of accomplishments, verification of degrees, and current salary information by **no later than Thursday, June 22, 2016, 5:30pm, via email** to:

Martha Cervantes
Internal Services Department
Human Resources Division
(323) 881-4651
Martha.Cervantes@isd.lacounty.gov

Please indicate the position title of **Branch Manager, Shared Services** in the subject line of your email.

VOLUNTARY STATE AND FEDERAL INFORMATION Pursuant to State and federal requirements, we are requesting that you voluntarily provide the following information: (1) your race/ethnicity and (2) your gender. This information should be on a separate piece of paper (without your name) attached to your resume. This page will be removed from your resume when it is received, kept confidential, and utilized solely for required statistical purposes.

This announcement may be downloaded from the **COUNTY OF LOS ANGELES** website at: <http://hr.lacounty.gov>

THE COUNTY OF LOS ANGELES IS AN ACTIVE EQUAL OPPORTUNITY EMPLOYER

The County of Los Angeles Internal Services Department invites resumes for **BRANCH MANAGER, SHARED SERVICES** (ADMINISTRATIVE MANAGER XVI, ISD – UC)

Restricted to Permanent Employees of the County of Los Angeles



Annual Salary: \$145,283 - \$219,897
(MAPP RANGE S16)

Filing Period:
June 7, 2016 - June 22, 2016



The Internal Services Department

The Internal Services Department (ISD) supports the County by providing numerous in-house contracted and advisory services in the following areas:

Administration and Finance (AFS) provides administrative support to ISD in the areas of human resources, budget, finance, and executive management services including department workplace programs, security and emergency management.

County Office of Sustainability (COS) includes energy management and environmental initiatives divisions that provide program development and implementation related services to County Departments and to the Los Angeles Region, and serves as the lead agency for implementation of the County's Environmental Policy.

Facilities Operations Service (FOS) provides building management and repair services, custodial and landscape services for approximately 200 facilities.

Information Technology Service (ITS) plans, develops, operates and maintains computer applications, systems and networks, and telecommunications systems.

Purchasing and Contracts Services (PCS) acts as both an integrator and facilitator in providing purchasing, contract development, processing and monitoring, equipment maintenance, mail, parking, reprographic and fleet maintenance services. ISD is formally designated as the official Purchasing Agent for Los Angeles County.



The IT Shared Services Branch

ISD Shared Technology Services manages several critical Countywide systems, including Countywide Office 365, the Customer Assistance Center Help Desk and 4-1-1 Information Line as well as field services for computer workstation and business machines support. This organization also is responsible for managing the County's portal and developing websites and content solutions. The Branch is comprised of three (3) distinct divisions:

- ◆ **Customer Assistance Division (CAD)** - provides assistance to County customers for technical questions and account management through the Information Technology Service Desk as well as providing information to the public on essential County services via the 411 County Information Line.
- ◆ **IT Shared Services Division (ITSS)**- provides desktop computer support, Office 365, centralized messaging and file/print services, Active Directory support, virtualized desktops, and hardware and software set-up and moves.
- ◆ **Internet Development Division (IDD)** - provides a full range of services for the design, development, testing and maintenance of robust websites for County departments. In addition, as the central repository for the County's geocoding data, the IDD's GIS Solutions group assists line departments with developing sophisticated mapping applications that allow customers to find their services, utilize Census data to allocate resources and recover federal funding, and analyze demographic data to view service trends

The Position

The Branch Manager, Shared Services Branch (SSB), works under the direction of the General Manager, Information Technology Service (ITS), and has executive responsibility for directing and planning, through subordinate managers, the County's centralized technical support and infrastructure management functions, and the expansion of IT shared services.

The Ideal Candidate

The ideal candidate will be an individual with proven leadership skills and experience working in a complex, multifaceted and dynamic environment. This individual must demonstrate innovation, integrity and accountability and practice ethical management and sound decision making skills. He or she must demonstrate the ability to influence, motivate, and challenge their workforce to implement strategies, achieve objectives and demonstrate core values.

Examples of Duties

- Directs, through subordinate managers, ISD's Help Desk Operations responsible for providing 24/7 contact center services for County departments to report problems associated with all information technology and telephony services provided by ISD.
- Directs, through subordinate managers, the delivery of IT shared service solutions including desktop support, centralized messaging, and shared file and print solutions.
- Directs, through subordinate managers, the delivery of web design and content management solutions for departmental internet web pages and intranet solutions.
- Controls operational budget and expenditures, develops financial models to improve financial performance, and is responsible for the preparation of SSB's budget.
- Assists the General Manager, ITS with the development of the Service's strategic plans to support both current and new departmental customers' adherence to the County's, departmental and ITS Strategic Plan.
- Advises and consults with customer departments' management and vendors to assess how ITS can best address their departmental business needs and requirements.
- Confers with Chief Executive Office (CEO) Strategic Integration executives regarding countywide information technology objectives and matters affecting the Service's lines of business.
- May act as the General Manager, ITS in his/her absence, including appearing before the Board of Supervisors.

Desirable Qualifications

- Demonstrative knowledge of management principles involved in strategic planning, resource allocation, coordination of personnel, fiscal and budget responsibilities, and leadership techniques.
- Knowledge and experience implementing shared services within an IT organization using industry practices and trends.
- Experience developing and maintaining cost accounting and charge back methodologies for services rendered to customer departments/organizations.
- Knowledge of current shared services products, technology and service trends within the market.
- Ability to effectively interact with public officials, professional/technical personnel and the general public.
- Strong verbal and written communication skills that will allow the candidate to effectively articulate vision and leadership at all levels of the organization.

Qualifying Education and Experience

Three years' recent experience managing an information technology division or large-scale enterprise-level projects at the level of Administrative Manager XIII, ISD* or Senior Information Technology Specialist, ISD**.

License: A valid California Class C driver license or the ability to utilize and alternative method of transportation when needed to carry out job-related essential functions.

**At the level of Administrative Manager XIII, ISD is defined as managing a division within a Service of the Internal Services Department , with responsibility for planning, organizing, business development and directing its services and products.*

***At the level of Senior Information Technology Specialist, ISD, is defined as providing expert consultative services in specific areas of system support to executive departmental and customer management, or performing the most complex technical work in a specialized field of information technology.*